
TRAINING GUIDE

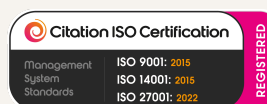
Level 1 timeware® Fire Marshal App

How fire marshals get access and sign in, see who is on site, run a drill or an incident roll call on their phone, and close it out safely.

PRODUCT	REFERENCE	VERSION
timeware® HRMS	t2-1065	v1.0

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What this covers

This guide covers the Fire Marshal app, the phone app that fire marshals use during a fire drill or a real evacuation. By the end you will be able to:

- explain who fire marshals are and how they get access to the app
- sign in, including with two-factor authentication or a Microsoft or Google account
- read the **Home** screen and see who is on site
- start a drill or an incident from the Start card
- mark people safe or missing on the roll call, and undo a mistake
- explain what happens when a fire alarm starts an evacuation by itself
- close each site and finish the evacuation
- answer the most common support questions.

The web side of evacuations, and the reports that come from them, are covered in the Roll Call guide (t2-1070).

Why it matters

When a building is evacuated, someone has to know who was inside and whether they got out. A paper list printed that morning is often wrong: people clock out early, visitors arrive, and contractors turn up unannounced.

The Fire Marshal app builds the list for them at the moment the evacuation starts. It uses the company's own clockings and visitor records, so the list shows who timeware believes is on site right now. Marshals then tick people off at the assembly point with a swipe. Several marshals can work on the same list at once, and the web version sees every mark as it happens. When it is over, the app records how long it took, so the company can show that its drills are getting quicker.

Key terms

TERM	WHAT IT MEANS
Fire marshal	A person the company trusts to account for people during an evacuation. In timeware they are a user with the evacuation permissions, not a special kind of account.
Evacuation	One drill or incident, over one or more sites, from the moment it starts until the last site is closed. The app sometimes calls it a run.
Drill	A practice evacuation. Shown in amber in the app.
Incident	A real evacuation, started by a marshal, the web version or a fire alarm. Shown in red in the app.
Roll call	The list of people for a site, taken when the evacuation starts. Marshals work through it at the assembly point.
Pending, Safe, Missing	The three states of a person on the roll call. Everyone starts as Pending. A marshal marks them Safe or Missing.
Accounted for	A person marked Safe or Missing. "12 of 14 accounted for" means two people are still Pending.
Not on site	People who work at the site but were not clocked in when the evacuation started. They sit in their own group and do not count towards the totals.
Assembly point	Where people gather outside. Its name comes from the assembly point devices set up for the site.
All-clear	Closing a site when everyone there is accounted for. Closing the last site ends the evacuation.
Readiness	The standby view of each site: how many people and visitors are on site, the assembly point and the last drill.
Broadcast	A notification to staff with the timeware app at the sites involved, telling them to leave the building.
Application policy	A set of permissions given to users, sometimes called a role. Managed under Configuration > Advanced > Application policies .
Company code	The short code that tells the app which company to sign in to. It is typed on the sign-in screen.

Table 1 — Key terms

What permissions are required

A fire marshal signs in with a timeware user account, the same kind of account used for the web version. An account for the employee app (ESS) on its own is not enough. What they can do in the app then depends on their application policy. The rows are under **Time > Evacuations** in **Configuration > Advanced > Application policies**.

THE MARSHAL WANTS TO...	ROW	SWITCH NEEDED
Sign in to the app	A user account under Configuration > Advanced > Users	None
See Readiness, the roll call, Sites and History	Time > Evacuations	Read
Start a drill or an incident	Start evacuations , under the Evacuations row	Create
Mark people safe or missing, undo a mark, add someone, or mark all pending as missing	Mark evacuation register , under the Evacuations row	Update
Send the all-clear, close a site, close the evacuation, or broadcast to staff	Close evacuations , under the Evacuations row	Update
Get marshal notifications when an evacuation starts or ends	Mark evacuation register , under the Evacuations row	Update
Call the fire service from the app	No row. The button shows during any incident	None

Table 2 — What each task needs

NOTE

Every new company comes with a ready-made application policy called **Fire Marshal**. It has all four evacuation permissions, plus read access to the roll call, visitors, sites and people the list is built from. It cannot be edited or deleted. If a customer wants a different mix, for example marshals who can mark but not close, they create their own policy beside it.

NOTE

The app reads the marshal's permissions when they sign in and each time the app is opened from scratch. After a policy change, the marshal should close the app fully and open it again, or sign out and back in.



Figure 1 — The evacuation rows in Application policies

How it works: the Fire Marshal app

An administrator gives someone access on the web. The marshal then signs in on their phone, keeps an eye on readiness, and runs the roll call when an evacuation starts.

Walkthrough: give someone access

This is done in the web version by the customer's administrator. Support staff are often asked how.

1 Open Users

Go to **Configuration > Advanced > Users** and open the person's user account, or create one.

[Check: how a new user receives their first password or sign-in link.]

2 Give them a policy with the evacuation permissions

Choose the **Fire Marshal** policy, or another policy with the rows in Table 2.

3 Choose their sites, if they only cover some

Open the **Fire Marshal** section of the user and pick sites in **Sites this marshal covers**. Leave it empty and they cover every site.

You see: the box reads **All sites** when it is empty. The text under it explains that it only affects the Fire Marshal app and evacuation notifications. It also limits where they can start a drill or an incident: only at these sites, in the app and on the web.

4 Save

Save the user, then give the marshal the company code, their username and how to get the app. [Check: where marshals download the app, and the name it has in the App Store and Google Play.]

Walkthrough: sign in to the app

1 Open the app

Tap **Fire Marshal** on the phone.

You see: the **Sign in** screen, with a red tile and a flame icon, **timeware® Fire Marshal** and **Sign in with your timeware® user account**.

2 Enter the company code

Type the code in **Company code**.

You see: after a moment the app checks how the company signs in. If it uses single sign-on, the username and password boxes are replaced by **Sign in with Microsoft** or **Sign in with Google**.

3 Enter your username and password

Type them in **Username** and **Password**. The eye icon shows the password. If Caps Lock is on, the app says so.

4 Tap Sign in

Tap **Sign in**, or the Microsoft or Google button for single sign-on.

You see: the next screen, or a message such as "We couldn't sign you in. Check your username and password, or use 'Forgot password'"

5 Enter your code, if asked

If the account uses two-factor authentication, **Confirm it's you** opens. Enter the 6-digit code from the authenticator app, or the one sent by text. **Use a recovery code** is there if the phone with the authenticator is lost.

6 Secure the phone

On **Secure this phone**, turn on fingerprint or face unlock, set a 4 to 6 digit PIN, or tap **Skip for now**.

You see: the **Home** screen. The header is red, with **TIMEWARE® FIRE MARSHAL**, your initials on the right and a strip reading **No active evacuation** with a **Standby** pill. The tabs along the bottom are **Home**, **Roll call**, **Sites**, **History** and **Settings**.



Figure 2 — Signing in

If the password is forgotten, tap **Forgot password?**, enter the **Email address** and tap **Send reset link**. Companies that use single sign-on do not show this link, because the password belongs to their Microsoft or Google account.

Walkthrough: see who is on site

1 Look at Readiness on Home

Scroll down **Home** to **Readiness**. It reads **Readiness · your sites** if the marshal only covers some sites.

You see: a card for each site with its name and address, a line such as **12 on site · 2 visitors**, **Assembly point · Car park** (or **No assembly point set**), and the last drill, such as **Last drill 14 Sep · 4:12 to all-clear**.

2 Pull down to refresh

Drag the screen down to get the latest figures.

3 Open the Sites tab for more detail

Tap **Sites**.

You see: a card per site with the assembly point, the areas people were last seen in, and a small chart of recent all-clear times with the average.

4 Open a site's history

Tap a site card on standby to open its drills and incidents in **History**.

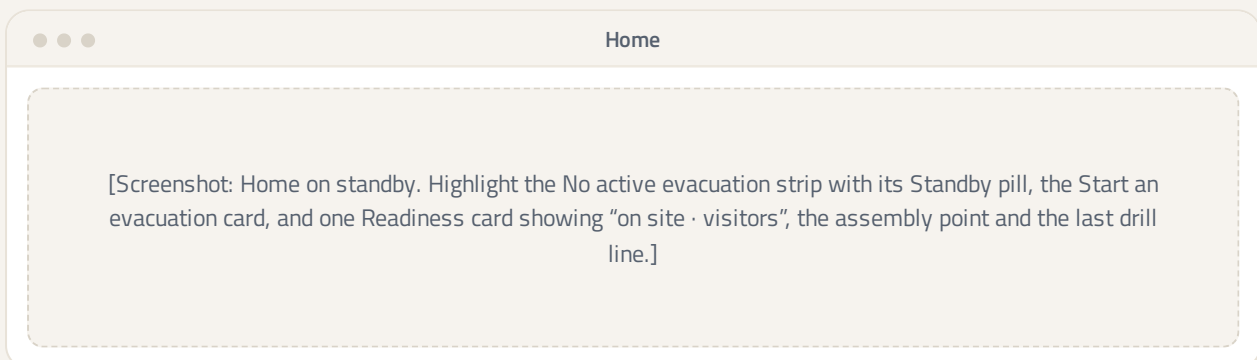


Figure 3 — Home on standby, with the Start card and Readiness

Walkthrough: start a drill or an incident

The Start card, **Start an evacuation**, is at the top of **Home** when nothing is running. It needs a connection to the server.

1 Choose Drill or Incident

Tap **Drill** for a practice or **Incident** for the real thing.

You see: the card turns amber for a drill and red for an incident.

2 Choose the sites

Under **Sites**, tick the sites to evacuate. Every site is ticked to start with. **All sites** ticks them all and **Clear** unticks them. A marshal who only covers some sites sees just those sites here, and can only start an evacuation at them.

You see: each site shows how many people are on it, such as **14 people**. This counts employees clocked in and visitors signed in.

3 Decide whether to notify staff (drills only)

For a drill, **Notify staff through ESS** sends practice notifications to staff with the timeware app at those sites when the drill starts and ends. The company sets whether it starts on or off.

4 Tap the start button

Tap **Start drill · 14 people** or **Start incident · 14 people**.

You see: Home changes to the running view: a large card reading **DRILL IN PROGRESS** or **ACTIVE INCIDENT**, the site names, **Started by** your name and the time, an **Elapsed** clock and **Accounted** 0 / 14. The strip in the header shows, for example, **Drill · 1 site · 00:05**.

Starting an incident also tells staff at those sites to leave the building, unless the company has turned that off. Marshals for those sites get a notification: for a drill, "Drill started at Head Office" with "Started by Sam Jones. Roll call is open.", and for an incident, "Incident declared at Head Office".

If the marshal's policy cannot start evacuations, the card is replaced by "Your role can view the roll call but cannot start a drill or an incident."

Walkthrough: run the roll call

1 Open the roll call

Tap the **Roll call** tab, or tap a site under **Sites in scope** on Home. A marshal notification opens it too.

You see: **Roll call progress** with **0 of 14 accounted for**, a card with the site and its assembly point, the hint **Swipe right for safe, left for missing**. Tap a row for details., and the people grouped under **Pending**.

2 Pick the site, if there is more than one

Tap the site card and choose the site in **Choose site**.

3 Mark someone safe

Swipe their row to the right.

You see: green **Mark safe** behind the row, then the row turns green with a **SAFE** pill and moves to the **Safe** group. A message says "Sam Jones marked safe" with **Undo**.

4 Mark someone missing

Swipe their row to the left.

You see: red **Mark missing**, then a **MISSING** pill and the **Missing** group.

5 Undo a mistake

Tap **Undo** on the message, or tap the row and tap **Undo this mark**.

You see: "Sam Jones back to pending". Marks can be changed until the site is closed.

6 Check the details for someone you cannot find

Tap the row.

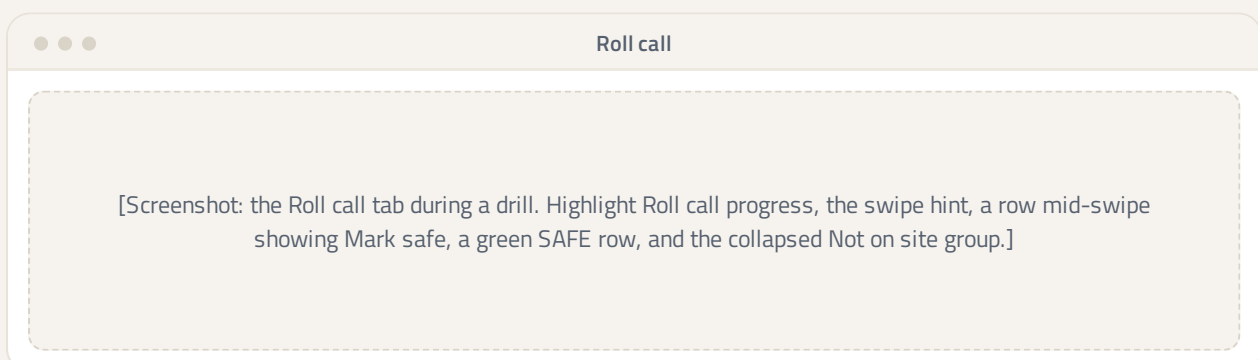
You see: their job and team, **Clocked** (for example **In 07:58**), **Last seen** (the areas of the reader they last used, or **Somewhere on site**), **Shift ends**, any **Leave**, a **Call** button with their work number, and **Mark safe** and **Mark missing**.

7 Add someone who is here but not expected

Open **Not on site** at the bottom of the list, tap the person and tap **Actually here**. They join the roll call.

8 Add someone the list does not know

For a contractor or an unexpected visitor, tap **Add someone** under the list, enter their **Name** and a **Note (company, where they were)**, and tap **Add to the roll call**.



[Screenshot: the Roll call tab during a drill. Highlight Roll call progress, the swipe hint, a row mid-swipe showing Mark safe, a green SAFE row, and the collapsed Not on site group.]

Figure 4 — Marking people on the roll call

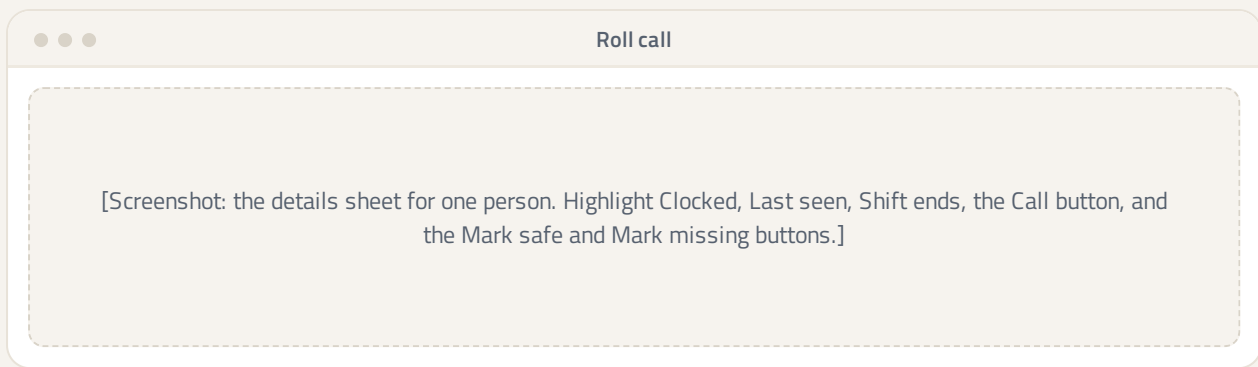


Figure 5 — A person's details

People can also be marked safe without a marshal. Employees can tap an assembly point tag with the timeware app, or tap **I'm at the assembly point** in it. Their row then shows **TAPPED** or **SAFE**, and the progress card counts how many **tapped in at the assembly point**.

Walkthrough: close a site and finish

1 Account for everyone at the site

Keep marking until nobody is Pending. If some people cannot be found, a marshal can use **Mark all 2 pending as missing** under **Sites in scope** on Home, then confirm with **Mark as missing**.

2 Send the all-clear

When nothing is Pending, a bar slides up at the bottom of the roll call. Tap **Send all-clear**. If anyone is marked missing, the button is red and reads **Close site · 1 missing**.

You see: under the button, a line such as **14/14 safe · closing this site ends the evacuation or · 1 other site still open**.

3 Confirm, if people are missing

The app warns that the site "closes with people still marked missing. The fire service should be told who is unaccounted for." Tap **Close site** to go ahead.

You see: the site shows **All clear** or **Closed · missing**, and its rows stop swiping.

4 Close the other sites

Repeat for each site. Closing the last one ends the evacuation.

5

Read the summary

The app returns to Home.

You see: a green card, such as “Drill closed. Everyone accounted for:”, or a red one, such as “Closed with 1 person missing”. It shows **All-clear**, **To 90%**, **First mark** and **Late marks** until you dismiss it.

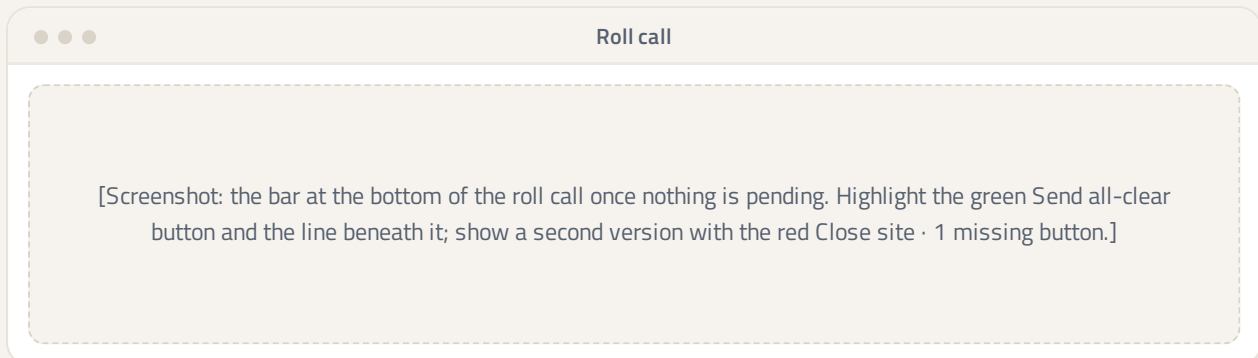


Figure 6 — The all-clear bar

To stop everything at once, tap **Close evacuation** at the bottom of Home. The app asks **Close the evacuation?** and says how many people are still pending. Every site closes, anyone still Pending is recorded as missing, and this cannot be undone.

When the fire alarm starts it

If the company has connected its fire alarm to timeware, the alarm starts an incident by itself. Nobody needs to tap Start.

- **A new incident opens** for the site the alarm is at, with the roll call taken at the moment the alarm sounded.
- **Marshals are notified**, for example “Fire alarm at Riverside Plant” and “Roll call is open. Go to your assembly point and account for your people.” Tapping it opens the roll call.
- **Home says where it went off**, for example **Alarm at Fire panel (Warehouse) · 10:42**. People last seen in the alarm’s areas are listed first in **Pending**.
- **Staff are told to leave** by a notification on the timeware app, unless the company has turned automatic broadcasts off.
- **A running drill becomes an incident** if a real alarm sounds during it. Marshals are told the drill is now a live incident.
- **An alarm at another site is added** to the running evacuation, rather than starting a second one.
- **The alarm being reset does not end the evacuation**. It is noted in **Activity**, and marshals still close each site.

Whether an alarm can be connected depends on the customer's alarm system. [Check: which alarm systems are supported today, and who sets up the connection.]

During an incident

An incident adds an **Emergency actions** card to Home:

- **Call the fire service (999)** opens the phone's dialler.
- **Broadcast to staff** asks **Broadcast to staff?**, then tells everyone with the timeware app at the sites to leave the building and go to the assembly point. It shows "Broadcast sent". This needs the Close evacuations permission.

Home also shows the counts for **Safe**, **Missing** and **Pending**, **Sites in scope** with each site's state (**In progress**, **Ready**, **All clear** or **Closed · missing**), and **Activity**, a timeline of who did what.

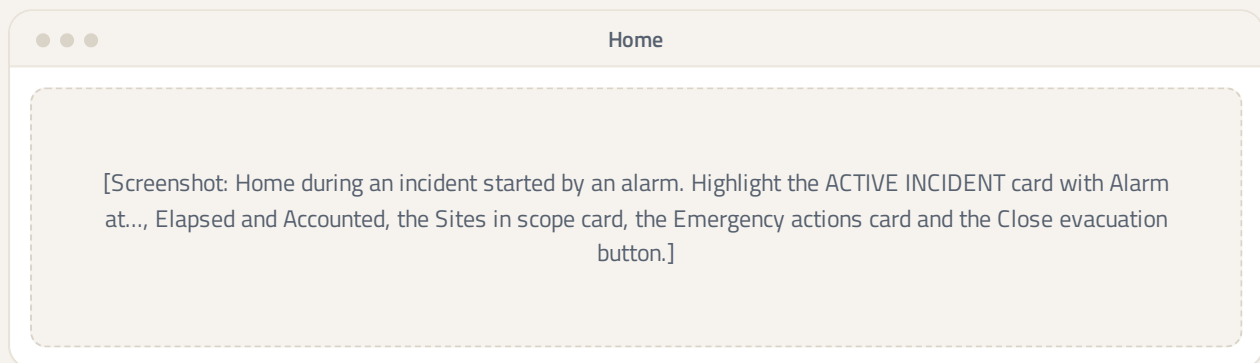


Figure 7 — Home during an incident

Looking back: History

The **History** tab lists past drills and incidents, newest first. Tap **All sites** or a site to filter. Four tiles at the top show **Avg all-clear**, **Avg to 90%**, **Avg first mark** and **Late marks per run**. Each row shows how it started, such as **Started on the app**, **Started on the web** or **Fire alarm**, and any **missing at close**. Tap a row to see its detail, including **Time to clear by site**.

Settings a marshal may want

Open **Settings** from the tab, or by tapping your initials in the header.

- **Group by:** **Status** (the default), **Team** or **A to Z**.
- **Row density:** **Comfortable**, **Compact** or **Ultra**, to fit more people on screen. **Show photos** turns employee photos on or off.
- **Glove mode:** taller rows and shorter swipes. **Large text:** bigger text throughout.

- **Notifications:** get told when a drill or an alarm starts. **Delivery check** shows whether the phone can receive them.
- **PIN code** and fingerprint or face unlock, **About timeware** and **Sign out**.

Limits at a glance

WHAT	LIMIT	NOTES
Evacuations running at once	One per company	An alarm elsewhere joins the running one
Late mark	After 5 minutes	A mark more than 5 minutes after the start counts as late
Left open by mistake	Closes after 12 hours	Closed the same way as Close evacuation . [Check: that 12 hours applies in every environment.]
Old alarm signals	15 minutes	A signal older than this, for example after a network outage, is ignored
App PIN	4 to 6 digits	Too many wrong tries lock the app for a while
Sign-in code	6 digits	From an authenticator app or a text message

Table 3 — Limits at a glance

How it connects to other features

- **Roll call and clockings:** the list is built from who is clocked in at each site. If clockings are missing, people appear under **Not on site**.
- **Visitors:** visitors signed in at the site join the list, with their company shown.
- **Sites and devices:** each site's assembly point comes from its assembly point devices, and "last seen" comes from the areas of the reader a person last used.
- **The timeware app (ESS):** staff receive the "leave the building" notification there, and can tap an assembly point or tap **I'm at the assembly point** to mark themselves safe.

- **The web version:** evacuations can also be started, marked and closed on the web. Both see the same list at the same time. The Roll Call guide (t2-1070) covers this.
- **Evacuation settings:** under **Configuration > Time > Evacuations**, the company decides whether drill notifications start on, and whether incidents broadcast to staff automatically.
- **Users and Application policies:** decide who is a marshal, what they can do and which sites they cover.

Things to be aware of

- **The list is a snapshot.** It is taken when the evacuation starts. Someone who clocks in afterwards is not added. Use **Actually here** or **Add someone**.
- **Marks work offline.** Without signal the header says "You are offline. Marks are saved on this phone." They are sent when the phone reconnects, with "Back online. 2 marks waiting to sync."
- **Some actions need a connection.** Starting, adding someone and closing need the server. Offline, the start button is greyed out with "This needs a connection to the server", **Add someone** is greyed out and the all-clear bar does not appear.
- **Several marshals, one list.** Marks from every phone and the web version appear for everyone. If two marshals mark the same person differently, the later mark wins.
- **A site cannot be closed while anyone is Pending.** Mark them, or use **Mark all pending as missing**.
- **Site cover is not a restriction on the roll call.** **Sites this marshal covers** narrows Readiness, History and notifications, and a marshal can only start a drill or an incident at those sites, in the app or on the web. Otherwise it shows "This site is not one of the sites you marshal." A marshal can still open, mark and close any site in a running evacuation, for example when visiting another site.
- **Drills stay quiet by default.** Staff are only notified about a drill if **Notify staff through ESS** is on. Incidents always notify staff unless the company has turned it off.
- **The dial button always calls 999.** [Check: whether customers outside the UK need a different number.]
- **Only the evacuation permissions matter.** The app has no on/off switch of its own. If the evacuation permissions are there, the app works.

Common support questions

“The marshal can’t sign in.”

Check the company code first, then that they are using a timeware user account and not their ESS app details. If the company uses single sign-on, they must use the Microsoft or Google button. If they see that two-factor authentication must be set up first, they do that in the web version, then sign in again. **[Check: the exact message shown when an ESS-only account tries to sign in.]**

“The app opens, but there is no roll call or Readiness.”

Their policy is probably missing Read on **Time > Evacuations**. The sign-in screen warns: “Your role needs the Evacuations permissions. Ask your administrator if the roll call does not show.” **[Check: the exact message on Home when Read is missing.]**

“There is no Start card.”

Either an evacuation is already running, the phone is offline, or the policy lacks **Start evacuations**. With no permission, Home says “Your role can view the roll call but cannot start a drill or an incident.”

“Rows won’t swipe.”

The site may already be closed, or the policy lacks **Mark evacuation register**.

“There is no Send all-clear button.”

Someone at the site is still Pending, or the policy lacks **Close evacuations**.

“Someone who was definitely in is not on the list.”

They were probably not clocked in when the evacuation started. Look under **Not on site** and tap **Actually here**, or use **Add someone**.

“Readiness says none of my sites is active.”

The marshal is limited to sites in **Sites this marshal covers**, and none of them is available. The administrator can change the sites on the user’s **Fire Marshal** section. The same list decides where the marshal can start an evacuation, so they also cannot start one until this is fixed.

“The marshal didn’t get a notification.”

Check **Notifications** is on in Settings and run **Delivery check**. Notifications only go to marshals with **Mark evacuation register** who cover that site, or cover every site.

Try it yourself

Use a demo or training company, never a customer's. Make sure some test employees are clocked in first, or the list will be empty.

1 Sign in

Sign in to the app with a user that has the **Fire Marshal** policy. Choose **Skip for now** on the security screen.

2 Check readiness

On Home, note how many people are on site at one site. Open that site on the **Sites** tab.

3 Start a drill

On the Start card choose **Drill**, tick one site, turn **Notify staff through ESS** off and tap **Start drill**.

4 Mark people

On **Roll call**, swipe one person right and one left. Undo one of them. Open a person's details and read **Last seen**.

5 Add a contractor

Tap **Add someone** and add "Test Contractor". Mark them safe.

6 Close it

Use **Mark all pending as missing** on Home, then close the site and read the summary. Find the drill on **History**.

TIP

Check your understanding. A marshal who only covers the Leeds site is visiting Manchester when the Manchester alarm goes off. Their phone did not get a notification. Can they still help with the Manchester roll call?

Answer: yes. Site cover decides notifications, Readiness, History and which sites a marshal can start an evacuation at. It does not limit the running roll call: any marshal with Mark evacuation register can open the **Roll call** tab and mark people at any site in a running evacuation.